Announcement!!!!

The 3rd Party Pay system is once again available for bulk payments of applications. You can access the system using your previously issued account number and password. Or if you would like to now participate in the 3rd Party Pay billing system, you can now create that account electronically. Please note that if you are listed as the 3rd Party Pay administrator, you will need to turn the 3rd Party Pay off in your user profile, before you can send your personal application to be paid via 3rd Party Pay system.

FAQ's

Q: Can volunteers submit an application electronically?

A: Yes, volunteers are now able to submit initial and renewal applications online. If you choose the **volunteer option**, once you hit submit, your application will be sent to DSHS. You will need to fax in the volunteer sign off form to DSHS at: 512-834-6714.

Q: I submitted my EMT-Basic Renewal application and chose the "Pay Later" button. When will my application get processed and approved?

A: You're application is not completely submitted until you submit the payment. Therefore, your application will not be submitted to the EMS Certification office for processing/review until you go back into the application and pay the application fee with either an electronic check or credit card. Once the application is submitted, if all requirements are met, your Texas EMS Certification will be immediately renewed, and a new Certification card will be mailed to you. If your application is not complete, or if there is a criminal history, then the application will be submitted and processed/reviewed by EMS staff in the order in which it is received. Application processing time can be up to approximately 4-6 weeks. You can access all electronic applications from the TDSHS EMS and Trauma Systems website at:

https://vo.dshs.state.tx.us/datamart/txrasMainMenu.do

If you have any further questions, you can contact the Texas EMS Certification office at: 512-834-6734.

Q: I was in the process of submitting my Initial EMT-Basic application and I couldn't get passed the address page. What do I need to do here?
A: You will have to add a mailing address. Even if the address that you entered is correct for the main address, you will need to click on the dropdown menu and select "Mailing Address" and add your mailing address, before the system will let you advance to the

next screen. You can access all electronic applications from the TDSHS EMS and Trauma Systems website at: https://vo.dshs.state.tx.us/datamart/txrasMainMenu.do
If you have any further questions, you can contact the Texas EMS Certification office at: 512-834-6734.

Q: I'm currently a certified EMT-Basic, and just finished EMT-Intermediate class. I need to submit my Initial application, upgrading my certification from EMT-Basic to EMT-Intermediate. Can I submit the Initial application using the electronic application submission system?

A: No. All Initial upgrade applications have to be submitted using the paper Initial EMS Personnel application. We will have an electronic application soon for upgrades. You can access the paper application on our website at:

http://www.dshs.state.tx.us/emstraumasystems/formsresources.shtm

If you have any further questions, you can contact the Texas EMS Certification office at: 512-834-6734.

Q: I have met the requirements for the EMS Education Coordinator certification. Can I submit the Initial application for EMS Coordinator using the electronic application submission system?

A: No. All Initial upgrade applications, including EMS Basic and Advanced Coordinator applications have to be submitted using the paper Initial EMS Personnel application. You can access the paper application on our website at:

http://www.dshs.state.tx.us/emstraumasystems/formsresources.shtm

If you have any further questions, you can contact the Texas EMS Certification office at: 512-834-6734.

Q: I can see that my EMT-Paramedic certification is linked with my profile on the electronic application submission page, but I don't see my Instructor certification isn't showing and I need to renew it soon. Am I still going to be able to submit the electronic Renewal application for my Instructor certification?

A: Yes. You will need to edit your profile, and click the "Add new license" button and select your Instructor certification. Once that certification is successfully linked to your user profile, you will have the option to renew that certification. If you have any further questions about how to do this, please feel free to call the Texas EMS Certification office at: 512-834-6734.